

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: T-Mobile USA

Vendor website: <http://www.costore.com/T-MobileDIR/welcome.asp>

Service Area: Wireless

Category: Wireless Voice & Data

International Data and Voice Plans

As a part of the global T-Mobile family of companies, T-Mobile has a network of relationships to support your business all over the world offering international voice and data roaming.

* This is a T-Mobile billed service.

SERVICE DELIVERY SLA

Please refer to your T-Mobile Service Plan for intervals.

PERFORMANCE SLA

Please refer to your T-Mobile Service Plan for performance levels.

CUSTOMER RESPONSIBILITY

There are no additional requirements for this service.

T-Mobile Wireless Voice & Data Pricing

A minimum 17% customer discount for all published T-Mobile USA Wireless Voice and Data Service Plans is available under this contract.

A minimum 30% customer discount off of all T-Mobile USA accessories eligible accessories available under this contract.

- Waived Early Termination Fees
- Waived Activation Fees

T-Mobile Wireless Voice & Data pricing is calculated as follows:

Customer Price = MSRP – Customer Discount

* DIR requires a 2% Administrative Fee be added to Vendor pricing.

* Visit the T-Mobile Wireless website for current pricing details.

T-Mobile Wireless Geographic Availability

T-Mobile Wireless Voice & Data service availability can be determined by visiting their coverage map online at: <https://www.costore.com/T-MobileDIR/usercustom/coverage.asp>